

## **Appendix Q**

### Observation of Staff and Resident Interactions, Wave 2

Note: At Wave 2, the same protocol was used 4 times per facility, with the times selected as instructed on the cover sheet.

## Observation of Resident and Staff Interactions: Wave 2

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Observations at the facility level are made during four times starting anytime after the beginning time and finishing before the concluding time.

- 👍 between 9:00 a.m. and 11:00 a.m
- 👍 between 2:00 p. m. and 4:00 p.m.
- 👍 between 7.30 am. and 9:00 a.m.
- 👍 between 4:30 pm. and 6:00 p.m.

No two observations will be on the same day.

Observation cannot be made while receiving a tour of the facility accompanied by facility staff.

At least one observation should be on Saturday or Sunday.

### Procedure

The observer walks through each unit in the study (ordinarily the whole facility—in cases of very large facilities, we may segment the part studied).

A walk-through includes:

- \* strolling through corridors and glancing to both sides into bedrooms rooms with open doors without actually opening doors or knocking at them
- \* walking through any common areas on the units including nursing station areas, dining, activity, or sitting areas, patios, and porches-- NOT shower rooms
- \* walking through front lobby and central space of facility, including walking by activity rooms, and dining rooms and looking in. (Depending on size of facility, this will take 25 minutes to an hour.)
- \* if an organized activity is taking place, stopping to observe it for 3 minutes.
- \* if residents are having a meal in a central dining room or other dining areas such as on units, pause for 3 minutes to observe the dining situation.

## WALK-THROUGH OBSERVATION

Date: \_\_\_\_\_ Day of week: ☒ Sun ☐ Mon ☐ Tues ☐ Wed ☐ Thurs ☐ Fri ☐ Sat  
Time begun \_\_\_\_\_: \_\_\_\_\_ ☒ a.m. ☐ p.m. Time ended \_\_\_\_\_: \_\_\_\_\_ ☒ a.m. ☐ p.m.

**How often was the following observed during the walk-through & observation protocol:**

Each hatch mark represents one observation. Place hatch through box consecutively as observation is made.

1. Resident expressing or stating a negative reaction or feeling.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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2. Resident calling out in distress or crying for help and nobody observed attending to him/her.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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3. **Staff moving a resident's wheelchair** (e.g. from behind) **without asking** or discussing with resident.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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4. **Staff** pause and **answer** resident's **questions** or comments.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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5. **Staff talking to each other over resident's head** about non-care matters and not involving resident while transporting resident, giving care, serving at meal, etc.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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6. **Resident's body is uncovered** where he/she can be seen—including through open bedroom door.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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7. Resident being fed in a manner that creates messy dribbles and/or inattention to wiping dribbles.

1	2	3	4	5	6	7	8	9	10+	0 Not seen
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8. **Staff imposing restriction** on resident (e.g. evoking a rule or policy, saying resident is forbidden to do something).

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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9. Staff speaking roughly or threatening a resident.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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10. Resident out of room engaged in something other than organized activity—e.g. book, puzzle, really watching TV, watering plants, volunteering activity).

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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11. Resident is completely **disengaged** at a nursing station (not talking, actively watching, doing anything).

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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12. Resident is completely **disengaged** during an **organized activity**.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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13. Staff discussing resident's **private business in public** or asking for or giving personal health information (weight, bladder status etc).

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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14. **Staff assisting during family visit** (chatting, helping visitor & resident get to place to sit).

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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15. A **group activity**, i.e., 3 or more residents are doing something together with or without staff leadership.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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16. **Resident groups at dining tables** completely disengaged. **No conversation** among residents occurring.

1	2	3	4	5	6	7	8	9	10+	0	Not seen
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